

Damaged overhead service masts and underground cable faults



In Calgary, there are approximately 500,000 metered electrical sites.

ENMAX Power Corporation owns, maintains, repairs and reads the meters, but isn't authorized to repair privately owned equipment.

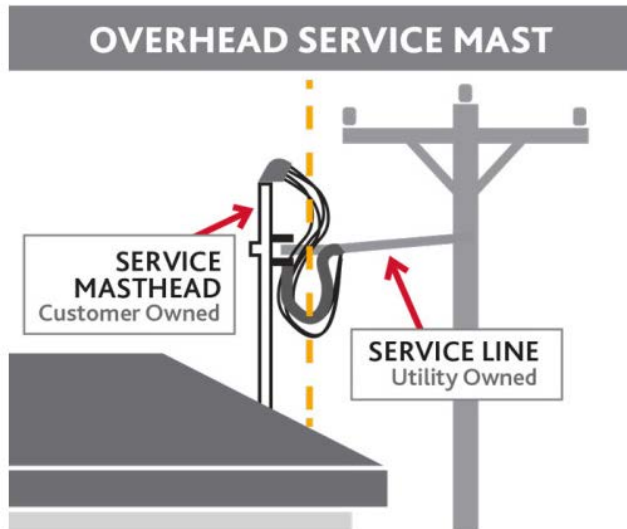
Property owners are responsible for maintaining and repairing the electrical equipment they own – this equipment connects the electrical service to their building or residence.

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The equipment and maintenance required by property owners depends on how electricity reaches their home or business. This will either be through overhead power lines or underground cables.

Damaged overhead service masts



Property owners with overhead electricity service are responsible for maintaining their service mast – the external connection point where electricity is delivered to their home or business.

If you have damage to your service mast, you'll need to contact a certified electrician to repair it. You can locate a certified electrician through the Electrical Contractors Association of Alberta.

Damaged overhead service masts



Once your service mast is repaired then and inspected by the City of Calgary, you or your electrician can call us at (403) 514-6100 to reconnect your service.

Underground cable faults



Property owners who live in areas where the power lines are buried underground and are experiencing power loss, may have an underground cable fault.

An underground cable fault can be caused by several factors but can only be repaired by digging and exposing the damaged cable. Property owners who have an underground cable fault within their property line are responsible for its repair.

ENMAX QUICK BITES



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ENMAX Power can help to locate an underground cable fault and provide direction on the next steps, but an electrician must be hired by the property owner to excavate and make the necessary repairs.

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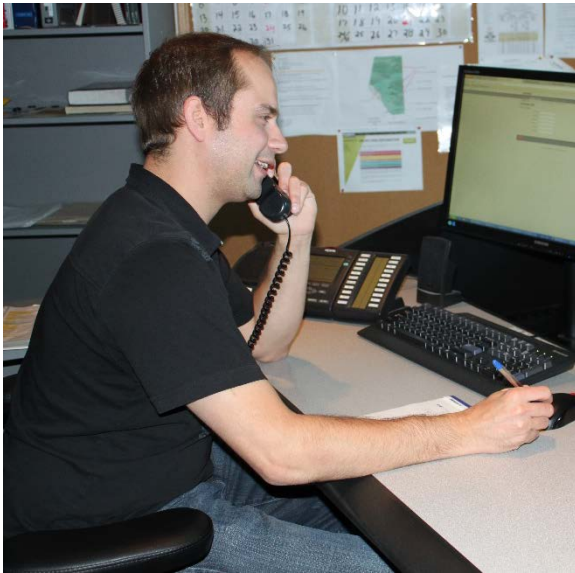
Damaged meter bases are also the responsibility of a property owner. ENMAX Power owns the meter, but the point where it connects to a building is the property owner's responsibility.

ENMAX Power can reconnect a meter once the meter base has been repaired by a licensed electrician and then inspected by the City of Calgary.

ENMAX QUICK BITES



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For questions about overhead service masts, or underground service, email trouble@enmax.com or call our Trouble Response line at (403) 514-6100.